

**Department of Industrial Accidents**  
**Prospective Review Procedure - Request for Additional Medical/Clinical Information**

**Definition:** Utilization review conducted prior to a patient's health care service(s) or course of treatment (including but not limited to, outpatient procedures, office visits, durable medical equipment, and some pharmaceuticals). May also include services for which care has been initiated prior to the request for prospective review that will:

1. continue prospectively (such as a PT evaluation prior to a request for prospective review of condition/diagnosis requiring physical therapy) and;
2. the same treatment provider and;
3. 3) the same condition/diagnosis and ICD-9 code.

Notice of determination must occur within two business days of the receipt of request for determination and the receipt of all information necessary to complete the review.

**I. Procedure for Request of Additional Medical Information**

1. Licensed UR reviewer determines additional medical information is required to determine medical necessity.
2. **By next business day** licensed UR reviewer sends letter to OP requesting additional medical information and describing the type of information that is required to complete the review. **Date of request for medical information and receipt of medical information must be documented in UR case notes.**
3. Request Letter will inform OP they have a **minimum of seven (7) business days from date of request for medical information.** to forward information. The OP shall be guaranteed seven business days to forward clinical information. **Date of request for medical and receipt of medical information must be documented in UR case notes.**
4. Request Letter shall also inform OP, if the required information **is not received by the 7<sup>th</sup> business day from the date of request of medical information.** Licensed UR reviewer will forward medical information for initial school-to-school review.

**II. Procedure for Receipt/Non-Receipt of Medical Information**

**A. Approval**

Medical information is received on or before 7<sup>th</sup> business day. Licensed UR reviewer **approves** request. Approval letter sent **within two business days of receipt of medical information.** **Date of request and receipt of medical information must be documented in UR case notes.** Approval letter includes guideline and clinical rationale.

**B. (1) Licensed UR Reviewer Unable to Approve - Medical Information Received**

Medical information is received by 7<sup>th</sup> business day. Licensed UR reviewer unable to approve request. Licensed UR reviewer forwards for initial school-to-school review **by the next business day.** **Date of receipt of medical information and request for initial school-to-school review must be documented in UR case notes.**

**B. (2) No Medical Information Received by Licensed UR Reviewer**

When **no** clinical information is received by **the 7<sup>th</sup> business day** from the date of request for additional **medical information, licensed UR reviewer will forward the request for determination for school-to-school review by the next business day.** **Date of request for additional medical information and date of request for school to school review must be documented in UR case notes.**

**III. Initial School-To-School Review**

**A. (1) Approval - No Additional Medical Information Required**

Initial school-to-school reviewer conducts review **within one business day of referral, from licensed UR reviewer.** School-to-school reviewer approves request, **as no additional medical information is required by school-to-school reviewer.** Approval letter sent **within two business days** from date of request for school-to-school review. Approval letter includes name and school of reviewer,

**guideline/criteria and clinical rationale.** Date of request for school-to-school review must be documented in UR case notes.

**A. (2) Approval - Further/Additional Medical Information Required By Initial School-to-School Review**

1. Initial school-to-school reviewer completes review **within one business day of referral** from licensed UR reviewer. Initial school-to-school reviewer determines further medical information is needed.
2. School-to-school reviewer **contacts OP by phone or in writing/fax within one business day to discuss case and/or request additional medical information.** School-to-school reviewer must **document contact date in UR case notes.**

**OP is guaranteed seven business days from the date of contact, to return phone call and/or provide additional information to school-to-school reviewer. Information is received and/or phone contact is made by OP made within seven business days. School-to-school reviewer determines approval. Approval letter sent within two business days of receipt of medical information and includes guideline/criteria and clinical rationale.**

**B. (1) Non-Receipt of Additional Medical Information -Adverse Determination**

**Within one business day the** initial school-to-school reviewer completes review of referral from licensed **UR reviewer and (1) may** determine to send an adverse determination letter for non-receipt of medical information **or (2) may decide to follow -up** the initial reviewer's request for additional medical information and attempt to make a second contact with the OP by phone or in writing/fax within one business day to discuss case and/or make a second request for additional medical information. All contacts must be documented in UR case notes by nurse reviewer and/or school-to-school reviewer. *(Step two is provided to attempt to avoid appeals for non-receipt of medical, which is costly to the agent and employer).*

**OP is again guaranteed (7) seven business days from the date of contact to return phone call and/or provide additional information to school-to-school reviewer. If the OP continues to provide no information or contact within seven (7) days school-to-school reviewer issues AD. AD letter sent within two business days of non-receipt of medical information. AD letter includes name and school of reviewer and guideline/criteria and clinical rationale.**

**C. (1) Approval - No Further/Additional Medical Information Required by Initial School-to-School Reviewer**

1. Initial school-to-school reviewer completes review **within one business day of referral**, from licensed UR reviewer.
2. Initial school-to-school reviewer determines no further medical information is needed.
3. School-to-school reviewer issues approval, based on medical information received by licensed UR reviewer. Approval letter sent within two business days of request for school to school review. **Date of request for school-to-school referral must be documented in UR case notes.** Approval Letter includes name and school of reviewer, guideline/criteria, and clinical rationale.

**C. (2) Adverse Determination - No Further/Additional Medical Information Required By Initial School-to-School Reviewer**

1. Initial school-to-school reviewer completes review **within one business day of referral**, from licensed UR reviewer.
2. Initial school-to-school reviewer determines no further medical information is needed.
3. School-to-school reviewer issues AD, based on medical information received by licensed UR reviewer. AD Letter sent **within two business days of referral for school-to-school review.** **Date of request for school-to-school review must be documented in UR case notes.** AD Letter includes name and school of reviewer, guideline/criteria, clinical rationale, and appeal procedure.

